

# Municipalité régionale de comté du Golfe-du-Saint-Laurent

## Language Directive

### Exceptions

List of exceptions to the Charter of the French Language and its regulations.

#### Theme 3 - Written and oral communications with individuals and other communications

When required for public safety - CLF 22.3

The organization may use another language, in addition to the official language, in its communications when public safety requires it.

1. **In what cases, under what circumstances, in what situations and for what purposes does the organization intend to use a language other than French?**

Informing unilingual English-speaking citizens. Especially when it comes to public safety. We need to ensure the best possible understanding by the greatest possible majority of citizens.

2. **What measures or instructions does the organization have in place that must be complied with before a language other than French can be used?**

A challenge since most of the MRC's territory is unilingual English-speaking. Posting in the 2 official languages can be done properly. There is always a FR and ENG translation.

Correspondence in English before May 13, 2021 - CLF 22.2

The organization may correspond or communicate otherwise in writing in English when the Administration corresponded only in English with a particular individual in connection with a file concerning that individual prior to May 13, 2021 and for a reason other than a state of health emergency.

1. **In what cases, under what circumstances, in what situations and for what purposes does the organization intend to use a language other than French?**

Informing unilingual English-speaking citizens. Whether it's to answer questions of understanding or information related to the services offered by the MRC for its citizens.

2. **What measures or instructions does the organization have in place that must be complied with before a language other than French can be used?**

A challenge, given that the majority of MRC residents are unilingual English speakers. The use of French may be recommended when the citizen is French-speaking, but English is used in the opposite case to offer quality service to the population as a whole. FR and ENG translations are always available.

Distribution of financial information - RDR 1(3)

The organization may use another language, in addition to the official language, when communicating in order to share any financial information it deems necessary for the management of the consolidated revenue fund and the public debt, as well as for the management of the issuance of municipal debt securities.

1. **In what cases, under what circumstances, in what situations and for what purposes does the organization intend to use a language other than French?**

Informing unilingual English-speaking citizens. To ensure that they receive the right information in the language they understand best. For the benefit of both the citizen and the MRC. To facilitate a better understand of the services offered to the population, for example.

2. **What measures or instructions does the organization have in place that must be complied with before a language other than French can be used?**

This is a challenge, given that the majority of MRC residents are unilingual English speakers. If the citizen is French-speaking, French is obviously recommended. There is always a FR and ENG translation.

#### Budget speeches and similar documents - RDR 1(5)

The organization may use another language, in addition to the official language, to publish public accounts, pre-electoral reports, report on any special mandate produced in accordance with section 51 of the Public Administration Act, and any other document reporting on the economic situation of Québec and government revenues and expenditures.

**1. In what cases, under what circumstances, in what situations and for what purposes does the organization intend to use a language other than French?**

Informing unilingual English-speaking citizens. To promote a fair understanding of the information related to the services offered by the MRC to its citizens.

**2. What measures or instructions does the organization have in place that must be complied with before a language other than French can be used?**

A challenge, since most of the MRC's territory is unilingual English-speaking. If the citizen is French-speaking, French is obviously recommended. There is always a FR and ENG translation.

#### Theme 4 – Signage

##### Health and safety - CLF 22

The organization may post in French and in another language when required for public health or safety.

**1. In what cases, under what circumstances, in what situations and for what purposes does the organization intend to use a language other than French?**

As the local population is either French-speaking, English-speaking or unilingual English-speaking, it's essential to be able to address health and safety issues in both languages when required, and in very specific or urgent cases.

**2. What measures or instructions does the organization have in place that must be complied with before a language other than French can be used?**

When it comes to health and safety, we have to make sure we reach our entire population. Posting information in both languages is sometimes a necessity for the MRC.

##### Commercial activities - RLA 8

The organization may post in French and in another language when the posting relates to activities of a commercial nature, provided that French is clearly predominant, except :

1° if the sign is on any support with a surface area of 16 m<sup>2</sup> or more and is visible from any public road, as defined in section 4 of the Highway Safety Code; or

2° if this posting is made on or in any means of public transportation and its accesses, including bus shelters.

**1. In what cases, under what circumstances, in what situations and for what purposes does the organization intend to use a language other than French?**

In order to reach the entire population, it is necessary to produce the signage in English as well. Otherwise, both the information and the promotion of important facts won't reach the target audience - the citizens. It's not a specific organization that's being targeted, but an entire population that needs to be well informed and understand what's going on within its local government, the MRC.

**2. What measures or instructions does the organization have in place that must be complied with before a language other than French can be used?**

Postings are made in both languages, duly, when required to achieve specific objectives and also in terms of transparency, but postings in French are always the rule. This is always done out of respect for the English-speaking and French-speaking population.

##### Tourism - RLA 9

The organization may post signs in French and in another language for a museum, botanical or zoological garden, cultural or scientific exhibition, tourist reception or information area, or any other tourist site related to any activity, on the site where they are located, provided that French is clearly predominant, as defined in the regulation that specifies the scope of this expression for the application of the CLF.

**1. In what cases, under what circumstances, in what situations and for what purposes does the organization intend to use a language other than French?**

Our region is renowned for its special tourist attractions, and the tourism industry is not insignificant, especially in the summer season with its fisheries and seafood. Being able to address tourists and visitors in both languages is a great boost to our economy. Especially as our region is said to be devitalized, this can have an impact.

**2. What measures or instructions does the organization have in place that must be complied with before a language other than French can be used?**

Once again, it's a question of addressing a sometime unilingual English-speaking population. This includes both the local population and those, for example, from Labrador, visiting the region for tourism, or to see family and friends.

## **Theme 5 - Contracts and agreements**

Instant execution contract - CLF 21 RLA 4(18)

The organization may attach a version in a language other than French to a contract and to writings related to it when it enters into an instant performance contract with a physical person in respect of which :

- no need to open a file or register;
- the agreement is signed in the presence of the parties;
- the individual has requested that the organization use another language.

**1. In what cases, under what circumstances, in what situations and for what purposes does the organization intend to use a language other than French?**

Local suppliers and contractors may be represented by English speakers, sometimes unilingual. In order to foster and maintain local economic development (especially as our territory is officially said to be devitalized), it is essential to maintain this possibility of addressing our local contractors in a business language they master. Especially when it comes to technical details.

**2. What measures or instructions does the organization have in place that must be complied with before a language other than French can be used?**

Once again, for viable, sustainable local economic reasons, it's essential to be able to address our business communications to local entrepreneurs in both languages. Otherwise, we automatically drive out these local suppliers and contractors who won't be able to grasp and master our needs, especially when they are technical.

Service received from a legal entity or company - unavailability in French - CLF 21.12

The organization must ensure that any service obtained from a legal person or business is in French. It can only waive this requirement when services, other than those intended for the public, cannot be provided in French.

**1. In what cases, under what circumstances, in what situations and for what purposes does the organization intend to use a language other than French?**

A certain percentage of local suppliers and contractors are English-speaking for the territory as a whole, and sometimes even unilingual. In order to promote and maintain local economic development (especially since our territory is officially said to be in devitalization), it is essential to maintain the possibility of addressing our local entrepreneurs in a business language they master, especially when it comes to services.

**2. What measures or instructions does the organization have in place that must be complied with before a language other than French can be used?**

Once again, for viable, sustainable local economic reasons, it's essential to be able to address our business communications to local entrepreneurs in both languages. Otherwise, we're automatically excluding those local suppliers and contractors who won't be able to grasp and master our needs when it comes to a service.

Successive performance consumer contract - CLF 22.3

A successively executed consumer contract for which the organization is a signing party may be drafted both in French and in another language in each of the following situations:

- when health, public safety or the principles of natural justice so require;

- in order to provide services in English to the person declared eligible to receive instruction in English;
- in order to provide services to the organizations referred to in section 95 or to aboriginal people;
- to provide services to welcome immigrants into Quebec society during the first six months of their arrival;
- to provide services and maintain relationships outside Quebec;
- to provide tourism services.

**1. In what cases, under what circumstances, in what situations and for what purposes does the organization intend to use a language other than French?**

Local suppliers and contractors may be represented by English speakers, sometimes unilingual. In order to foster and maintain local economic development (especially as our territory is officially said to be in devitalization), it is essential to maintain this possibility of addressing our local contractors in a business language they master. Especially when it comes to technical details.

**2. What measures or instructions does the organization have in place that must be complied with before a language other than French can be used?**

For viable, sustainable local economic reasons, it's essential to be able to address our business communications to local entrepreneurs in both languages. Otherwise, we're automatically excluding these local suppliers and contractors.

Writing in another language - CLF 21.6

A written document relating to a contract drawn up solely in French may be drawn up solely in another language if the organization concerned agrees and if it is an authentic or semi-authentic document or one whose legal value would take precedence over that of any French version.

**1. In what cases, under what circumstances, in what situations and for what purposes does the organization intend to use a language other than French?**

For mutual understanding between the MRC and its suppliers of goods and services, it is essential to be able to communicate in a language that unites them and promotes good understanding and the finer details of said writings.

**2. What measures or instructions does the organization have in place that must be complied with before a language other than French can be used?**

Promote communication in a language that unites both parties and fosters mutual understanding. English can be used for this purpose, but not at the expense of French.